



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No.: 09/656,678 Confirmation No.: 1936
Applicant(s): Hein et al.
Filed: September 7, 2000
Art Unit: 3621
Examiner: Bayat, Bradley B.
Title: SYSTEM FOR ISSUE NOTIFICATION, PRIORITIZATION, AND
RESOLUTION AND ASSOCIATED METHOD

Docket No.: 038190/202935
Customer No.: 00826

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

PRELIMINARY AMENDMENT
37 CFR § 1.115

Sir:

Please enter this Preliminary Amendment before calculating the claim fee and amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims beginning on page 2 of this paper.

Remarks begin on page 9 of this paper.